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## Agenda Item 5d

March 15, 2011

### TO: MEMBERS OF THE HEALTH BENEFITS COMMITTEE

- I. **SUBJECT:** Health Benefits Program 2011 Open Enrollment Period
- II. **PROGRAM:** Health Benefits
- III. **RECOMMENDATION:** Information Only
- IV. **BACKGROUND:**

Historically, CalPERS conducts the Health Open Enrollment period in the mid-September timeframe, allowing employees and retirees to enroll, change health plans, or add eligible family members to their health coverage.

With the launch of my|CalPERS occurring on September 19, 2011, the Health Open Enrollment period will be held from October 10, 2011 through November 4, 2011. The effective date of all Open Enrollment transactions will be January 1, 2012.

### V. **ANALYSIS:**

A significant amount of planning and coordination with key stakeholders has been conducted to determine the optimal time to conduct the Open Enrollment period. The October 10, 2011 start date will:

- Provide a sufficient gap between the launch of my|CalPERS and the start of the Open Enrollment period;
- Enable Call Center staff to manage resources to meet call volume increases from Open Enrollment and the Annual Member Statement mailings; and,
- Allow consistency with the Open Enrollment project schedule – very little change to tasks or completion dates.

Among the key stakeholders that support these dates are the Customer and Employer Call Centers, Regional Office, the Pension System Resumption (PSR) Team, Enterprise Transition Management (ETM), and the Public Employer Readiness Team (PERT).

Formal communications with employers and members will begin in late July to early August. Health staff is coordinating with the External Affairs Branch and the PSR and PERT teams to ensure a consistent message is developed and delivered to our stakeholders such as, employers, members, and member organizations.

Health staff is also working closely with the PSR and PERT teams to ensure employers and CalPERS staff receive sufficient system training to effectively process health transactions in my|CalPERS.

Conducting Open Enrollment during this timeframe narrows the amount of time CalPERS staff will have to process Open Enrollment transactions for a January 1, 2012 effective date. Health staff is in the process of hiring additional resources to assist with the workload during this timeframe.

#### **VI. STRATEGIC PLAN:**

This item supports the CalPERS Strategic Plan, Goal X: Develop and administer quality, sustainable health benefits programs that are responsive to and valued by enrollees and employers.

#### **VII. RESULTS/COSTS:**

This is an information item.

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